



Share the Journey

2014 / 2015

Community Stewardship Report

About St. Joseph's Hospice

St. Joseph's Hospice is a faith-based organization that provides quality of life at the end of life, offering compassionate holistic care and support to people living with a terminal illness. Support is extended to their family members and caregivers, and to those grieving the loss of a loved one. Hospice programs and services are offered at no cost and are available irrespective of age, gender, religion, race, ethnicity or economic status.

Whether in the community, Wellness Centre, or 10-suite residence, St. Joseph's Hospice provides specialized programs and care with a person-centred approach. Individuals and families are intimately involved in creating their own care plan that best addresses their unique needs. Our Hospice staff and volunteers work together as a team with other community partners to provide full support and quality hospice palliative care.



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A Year of Compassion and Gratitude



What a tremendous year it has been for St. Joseph's Hospice. This year marked our 30th anniversary operating in the London community and our first full year in our beautiful residential hospice home. With the completion of our capital campaign, the community provided a foundation for our work by donating their time, talent and good fortune. We cannot express how much we appreciate this community support. Quite simply, it allows us to do everything we do.

This year St. Joseph's Hospice had the honour of caring for 125 residents and families in our hospice home. Through our community hospice programs and wellness centre, we provided support to 482 clients with the help of more than 320 volunteers donating 16,000 hours of their time.

With our residence now up and running, and in recognition that we have our roots as a community hospice, we have identified that additional programs and services are needed as our population ages and more and more people need us. As the year moves forward, we will be offering more and varied services to people in London and Middlesex with life limiting illnesses.

When people make their first connection with Hospice, we embark on a profoundly personal journey with them and their loved ones. We are privy to moments of heartfelt emotion and are both humbled and grateful to play a role in caring for them at one of the most difficult times in their lives.

This report is a way of sharing our thanks and telling some of the stories that have shaped who we are and why we do the work we do each day. Each story is a brief snapshot into the lives of those who entrust us to support them. We are grateful to them for allowing us to share their stories.

As we continue through our 30th year, we hope and trust that the community will continue their exceptional support of Hospice, so that we can continue to provide exemplary hospice palliative care and support. We hope that by reading this report, you can see clearly the positive impact St. Joseph's Hospice is having on the communities we serve.

Frank Angeletti
President, Board of Directors

John Callaghan
Chief Executive Officer

Julie Johnston
Executive Director

A place to celebrate a life well lived: Olive's Story

As a practicing surgeon in London for 35 years before retiring, Brian Taylor knows health care. But he admits his knowledge of hospice care was limited before he and his sister Sally brought their mother to St. Joseph's Hospice this past March. And what he's learned about the dying will forever shape the way he approaches living.

Brian describes his mother Winifred 'Olive' Taylor as a humble, unassuming, and caring woman who overcame financial hardship growing up in Canada, Ireland and England to eventually provide a wonderful life for her family in Canada. She and her husband Keith took great pride in their children's successes, and the couple shared an unbreakable bond. In early 1999, Keith died of prostate cancer.

"Mom always thought she wouldn't last much longer after my dad passed away," said Brian. "But the longer she lived, the more she realized she could do this on her own."

Olive led an active, independent life up until just two months before her death. After suffering a stroke in February, Olive—who was also battling breast cancer—spent a few weeks in the hospital before coming to spend her final days at Hospice.



The day she arrived, the sky was a vibrant shade of blue and Olive enjoyed a moment of reveling in the fresh spring air outside Hospice before heading upstairs. The Taylors were unsure of what to expect.

“ We got off the elevator and it was amazing. Immediately I felt like this was a wonderful home for mom. It was beautifully decorated, quiet and peaceful—just what she would want. And the noise of the hospital was gone entirely. Here, right away, she relaxed. And so did we. For the first time in several weeks, I felt comfortable leaving her at night knowing she was in the care of the Hospice staff and at peace with the place. ”

Brian said his mother made many connections with the staff and volunteers and took solace in their familiar faces. She enjoyed visits from the music and pet therapists, she was able to freshen up in the hydro jet bath—“she was beaming after that”—and she had her hair styled by a Hospice volunteer.

But one of the highlights for the family was Olive's 90th birthday party at Hospice. Every family member came to Hospice, including children and grandchildren from British Columbia. Brian digitized some of his dad's old home movies, and they spent the day watching them, reminiscing, enjoying a catered dinner, and singing “some good Irish songs” while Brian played the guitar and his granddaughter played the violin.

They all took turns visiting Olive in her room, as she was too weak to be in the “party room,” as she called it. Olive was delighted to see all the family one last time, and as difficult as it was, they all had the chance to say goodbye to her while she could still respond and recognize every one of them.



The Taylor family in the London Life Community Room at St. Joseph's Hospice for Olive's 90th birthday. Olive's great-grandchildren hand-delivered the party flowers to her in her suite.

"It was a wonderful day. All of our family and friends who came for the party said the same thing: **'This is an absolutely amazing place because of the comfort it not only gives to mom, but to all of us.'**"

That comfort came not only through the medical care and facilities of Hospice, but also through the spiritual and emotional care.

"Mom was never a big churchgoer, but the low-key, friendly and humane approach the staff and [Spiritual Care

Coordinator] Brian Klooster took was perfect for mom, and she really looked forward to his visits."

On the day Olive died, her London family was with her throughout the day, singing some of her favourite old Irish tunes. After she died that evening, family and Hospice staff gently gathered for her honour guard. Brian sang a few songs for his mother and Sally read a poem.

"It was magical...just beautiful," he said. "The service was simple, spiritual, and very moving...just what she wanted. The staff gave us a little spruce tree, we planted it at our cottage in a clearing looking across the lake towards Mom's cottage and it's growing beautifully. I'll think of her every time I see it."

"For all of us, as heart-wrenching as it was, we had a wonderful experience at Hospice and it made the process of dying much easier to cope with, and also very special."

We thank Brian for sharing about his family's experience at St. Joseph's Hospice.

Spiritual Care at St. Joseph's Hospice

St. Joseph's Hospice supports individuals and families from all faiths and cultural backgrounds. Spiritual Care Coordinator Brian Klooster has developed relationships with various faith groups and spiritual leaders in the community to familiarize them with our facilities and services, so that we are able to meet the unique spiritual needs of those we serve. He has also developed a team of caring spiritual care volunteers to assist him with this important work.



We are grateful to the Ontario Trillium Foundation for a two-year grant to help fund our spiritual care services.



Providing a sense of peace through horticulture

St. Joseph's Hospice is fortunate to have Horticultural Therapist Mary Hooydonk (Canadian Horticultural Therapy Association) lend her talents, expertise and dynamic personality to Hospice. Mary offers a full day of Horticulture Therapy every second month. She also coordinates a team of volunteers to ensure the gardens at our hospice home are beautiful for everyone to enjoy. As Mary puts it:



“Gardening can take a heavy heart and make it a little bit lighter to carry.”

And Mary is no stranger to a heavy heart. Through profound losses in her life, including the death of her son Travis, horticulture provided a sense of peace.

“When you care for the land, you learn to nurture life itself and you become very connected with the human spirit, the human body and the earth,” she said.

It's this connection and her experience working with the dying that prompted Mary to return to school to take the Grief and Bereavement program at King's University College at Western University. She paired this with her horticulture training—perfected over years of working with her father at Fanshawe Nursery Ltd.—to offer unique workshops at Hospice.

Mary's horticulture workshops take on a different theme depending on the season. In the fall, participants create beautiful harvest arrangements with pumpkins. In the early spring, they celebrate new life by planting bulbs in fresh soil. And in the summer, there are no limits to the stunning floral arrangements they create. Mary says the groups who attend her workshops are very supportive of one another.

“It's a great group of people,” said Lori Stanek, who enjoyed attending a floral bouquet workshop in the spring. “You just feel comfortable among people who are going through the same thing as you.”

Hospice Horticulture is offered to those grieving the loss of a loved one, as well to clients and residents living with a life-limiting illness.

“Horticulture is a delight for all the senses,” said Mary. “Sometimes grief and illness leaves us with no words. But simply the act of coming together and celebrating the touch, smell, feel and sight of plants and flowers can bring a sense of peace and comfort in a chaotic time.”



Programs and Services Offered by Hospice

Hospice programs are designed to support individuals and families throughout the palliative journey and are provided at home, within our residence and in our wellness centre.

Volunteer Visitation

Trained volunteers visit clients in their homes and elsewhere in the community to provide comfort and companionship as well as consistent respite relief to caregivers. This important service is funded through the United Way London & Middlesex.



Residential Care

Our residential program offers 24-hour care provided by specially trained staff and volunteers for eligible persons at the end of life. Our residence is designed to embrace the beauty of the natural environment and represent the compassionate community that surrounds it. It is a place where families can visit freely without the worry of day-to-day care.



Complementary Therapy

Therapeutic treatments such as massage therapy, reflexology, therapeutic touch, Healing Touch and Reiki provide comfort and can ease pain. Each therapist is registered with his or her respective professional association or college.

Teen 2 Teen

The Teen 2 Teen Bereavement Support for secondary school-aged youth is an interactive two-part bereavement program for teens who have experienced the death of someone significant in their lives.



Teen Day - February 2015

Bereavement

Bereavement support helps people adjust to the loss(es) associated with the death of a loved one. Services such as Mindfulness Meditation, Expressive Arts, teen retreats and memorial services support those we serve.

Supportive Services

Other services offered at Hospice aim to enhance the wellbeing and energy of all clients, residents and caregivers, including bereaved individuals. Esthetics, hair care, music, pet and horticultural therapies, as well as other social events, are among the services offered through this program.

Pet Therapy

St. Joseph's Hospice partners with the St. John Ambulance Therapy Dog program to provide comfort and friendship to our Hospice community.



Volunteer Tiffany with her dog LuLu



Volunteers making a difference

Ann Tavares enters the doors of St. Joseph's Hospice three days a week with an open heart and a smile on her face. She divides her time covering reception and working as a direct support volunteer in the residence. She also served as a volunteer visitor for several community clients and lent a hand at our former house on Talbot Street.

"I wanted to give my time somewhere where I'd be needed," said Ann. "And I knew I could make a difference at Hospice."

She couldn't have been more right.

"It's amazing to hear people I visit in the community say that I was a perfect match for them. They'll say 'We were worried, but you're everything we were hoping for.'"

Ann recalls spending time with her most recent community client. They would take trips to Springbank Park, where Ann would sit on the bench with her client while her client's husband took a walk around the park—something he always enjoyed doing, but had less time to do since becoming his wife's caregiver.

"It was really rewarding to see how my visits were helping both of them, and I was lucky to get to know them and learn about their culture. With the sadness, you also experience all the joy and laughter."

We thank Ann and all our volunteers who are making a difference at St. Joseph's Hospice. We are continually humbled by the compassion and quality of work our volunteers provide.

Learn more about St. Joseph's Hospice volunteers

Our volunteers donated a total of 16,000 hours of their time to Hospice last year.

Check out our YouTube page to hear seven unique and heartwarming stories from some of these generous individuals.



Visit sjhospicelondon.com and click on the YouTube icon in the top right corner.



Hospice takes on new meaning for staff: Susan's Story

Doug Brown began working at Hospice in 2002. The Hospice was making its home in its former Talbot Street location and Doug was brought in to lend a hand with IT and maintenance.

"I didn't even really know what palliative care meant," said Doug. "I was there to support the staff by making sure their phones and computers worked, and taking care of the property. And then my knowledge started evolving past that as people started to come in for day programs."

But Hospice took on a different meaning for Doug and his wife Nancy—a former volunteer with Hospice—after its expansion to the 10-suite residence on Windermere Road, where Doug's younger sister Susan spent her final moments in July of 2014.

Susan Taylor came to Hospice only a day before she passed away at the age of 51, but it's a day that will be in Nancy and Doug's minds forever.

Having helped care for Susan after their mother passed away when Susan was only 14, Doug and Nancy were very close to Susan, who was 10 years Doug's junior. They remained close throughout their lives.

In late 2012, Susan was diagnosed with a life-threatening illness. Susan's family and friends sprang into action to help her, with Doug and Nancy becoming her primary caregivers.

"Taking care of somebody who is very sick, you're just so afraid that something's going to happen," said Doug. "You don't sleep well at night because you're worried they might have a medical emergency."



Nancy, Doug and Susan in 2013

But when Susan entered Suite 6 at Hospice, Doug and Nancy felt a deep sense of relief knowing Susan would be safe, comfortable and well taken care of by the professional staff and volunteers who genuinely cared for her well-being.

"As soon as we arrived and the hospice staff took over, we could then start to reflect on what we wanted to say to her," said Nancy. "She touched many lives—she was so kind and caring, she was brave, she had a beautiful smile and she loved to laugh. She was a wonderful mother and very proud of her two sons."

During Susan's short stay at St. Joseph's Hospice, Suite 6 provided a private, peaceful atmosphere for family members and friends who were saying goodbye to the sister, mother, and friend they loved.

For Doug, returning to Hospice daily gives him a new appreciation for his place of work.

"I've taken on a renewed respect and understanding for the families here, because you look them in their eyes now and you know what's going on in their minds," he said.

"Hospice was really there for the whole family, and we are sincerely thankful for the kind and compassionate care and support."

We are grateful for your support



St. Joseph's Hospice Capital Campaign Cabinet and board members celebrate at St. Joseph's Hospice in January

In just two years, St. Joseph's Hospice raised \$5.6 million to realize its dream of building a residential hospice in London.

More than 370 generous donors gave gifts to the *Share the Journey* Capital Campaign and supported our mission to include residential hospice care in our new, 10-suite facility on Windermere Road.

The funds allowed us to pay for our new home and specialized equipment, and provided a \$2 million sustainability fund to support us as we turn our attention to fundraising for our annual operations.

The money was raised with the help of our Campaign Cabinet, a group of experienced volunteers from all sectors of the London Community. Many of them had been touched through personal experiences of their own and wanted to establish a new hospice home for our community.

St. Joseph's Hospice welcomed its first resident February 20th, 2014. As of September 2015, our staff and volunteers have had the privilege of caring for more than 180 residents and their families. We've also continued to expand our care for community clients and grieving family members through wellness programs and services.

Our donors have proven to be amazingly kind-hearted and thoughtful with their financial support, making the opening of our residential services possible. We are incredibly grateful for their support!

St. Joseph's Hospice appreciates every gift, no matter its size. The financial support from people in our generous community has an immediate, positive impact on people's lives.

Thank you for your philanthropy.

Thank you to our Capital Campaign Cabinet

Don Bryant, Chair
Penny Arvai
John Callaghan
Gabriella Catolino
Christine Cecchetto
Joyce Garnett
Rhonda Gilby
Barry Johnson
Marisa Kanas
Gerry Killan
Paul Needham
Lindsay Sage
Anita Singh
Jim Swan

Our donors inspire confidence and compassion



Linda and I first came to understand the importance of hospice palliative care through taking courses in King's University College's Thanatology program (the study of death, bereavement and grief).



Linda and Gerry Killan in the Quiet Room at St. Joseph's Hospice, which is named in honour of their Capital Campaign donation

Subsequently, with the passing of our four parents in a short period of time, we added emotional experience to our understanding. The compassionate hospice care that Linda's mother received in Toronto was a blessing and revelation to us.

When we discovered that London was the only city of its size in Canada that lacked a non-disease-specific residential hospice, we resolved to support the efforts to create such a facility here.

The new facility exceeds our every expectation, and has received universal praise from families who have benefited from its remarkable services and compassionate care.



Gerry Killan

We invite you to Share the Journey

When you give to St. Joseph's Hospice, you have the power to positively impact the lives of people journeying to the end of life, as well as those supporting them. Every investment, small and large, helps create a more compassionate community for us all.

All of our programs and services are provided at no cost to those who use them. The Ministry of Health and Long Term Care provides us with 48% of our operational funding, and we rely on generous community support to fund the remaining 52% of our operations. The many fundraising events supported by the community, as well as gifts from other community groups and individuals, help enable us to care for people at one of the most difficult times of their lives.

There are many ways for you, your family, your organization or local community group to become involved. Please consider making a gift to St. Joseph's Hospice.

Visit sjhospicelondon.com for more information or to make a gift online.

Milestones Along The Journey

At St. Joseph's Hospice, we're truly honoured to celebrate important moments that touch the lives of the families and individuals we serve, our staff and our volunteers.



- National Palliative Care Week
- Hike for Hospice raises \$20,000

May 2014



June 2014

- Handbags for Hospice raises \$90,000

Aug 2014



- Hospice introduces Spiritual Care
- Nazem Kadri Golf Classic raises \$45,000
- Bertoldi's Italian Block Party raises \$8,000

Sep 2014



- Springbank Road Races raise \$5,000



Feb 2015

- Four Elements for Hospice: Fire 2015 raises \$105,000
- One year anniversary of welcoming first resident at Hospice

Jan 2015



- Capital Campaign goal of \$5.5 million surpassed

Dec 2014

- One year anniversary of move to Windermere Road

Nov 2014

- Hospice of London memorial bricks laid in new garden



Mar 2015



- Obiter Dicta raises \$10,000
- Trivialities raises \$5,600

2014/15 Events

Hospice's vital programs and services are sustained through the generosity of our community through donations and events.

Thank you to our sponsors, participants, committee members and volunteers.

We couldn't do it without you.



Signature Events Presented by St. Joseph's Hospice

HIKE FOR HOSPICE

May 3, 2014
Kilally Meadows

HANDBAGS FOR HOSPICE

June 18, 2014
Best Western PLUS Lamplighter Inn & Conference Centre

FOUR ELEMENTS FOR HOSPICE: FIRE 2015

February 11, 2015
Best Western PLUS Lamplighter Inn & Conference Centre



Third Party Events

NAZEM KADRI CHARITY GOLF CLASSIC

August 10, 2014
FireRock Golf Club
Thank you to Nazem Kadri and his event committee



BERTOLDI'S ITALIAN BLOCK PARTY

August 25, 2014
Bertoldi's Trattoria
Thank you to Bob, Angie and Jessica DiFruscia and the Bertoldi's Team

46th ANNUAL SPRINGBANK ROAD RACES

September 7, 2014
Springbank Park
Thank you to Runners' Choice and Hardick Chiropractic Centre



Bertoldi's Staff

Obiter Dicta Committee



OBITER DICTA

March 12, 2015
Cowboys Bar
Thank you to Western University's Law Student Obiter Dicta Committee, Miller Thomson LLP and Siskinds LLP

TRIVIALITIES

March 21, 2015
Elizabeth A. "Bessie" Labatt Hall at King's University College
Thank you to CPA and CGA Ontario, London Chapter, and King's University College

Our environment and people are important to us!



Upon renovating our 10-suite residence, we worked with a skilled team of architects, engineers and project managers to ensure the renovations and maintenance of our facility would have minimal environmental impacts.

LEED Canada certification is a rating system that assesses the environmental sustainability of building designs. Our hospice is energy-efficient, conserves water and is constructed with sustainable materials.

We maintain our green status during daily operations by keeping waste to a minimum, using eco-friendly products and utilizing an extensive recycling and composting program.



Wildflowers on the green roof

Our building also has a green roof. Green roofs absorb rainwater, provide insulation, help lower the air temperature and have also been shown to lower stress because of their pleasing appearance.

All housekeeping products are environmentally friendly. Mops, paper towels and cloths are made from recycled materials.



Exemplary Medical Leadership: Farewell to Dr. Joshua Shadd

Dr. Joshua Shadd was involved with St. Joseph's Hospice as a palliative care physician for several years before taking on the role of Medical Director when Hospice opened its residence. He led the team with gentle compassion and skilled expertise while representing Hospice in the medical community.



This summer, he took an exciting new position as Director of Palliative Care at McMaster University.

"I am very grateful for the opportunity to have been part of the work of Hospice of London as it became St. Joseph's Hospice and established the residential hospice. Hospice is a quiet but precious gem in London that has been blessed with extraordinarily dedicated volunteers, staff and leadership. I think Londoners appreciate that Hospice is an important thread in the fabric of our community. Because the whole community helps Hospice to thrive, it means that Hospice can be there at people's point of greatest need. **I am proud to have been part of it.**"

-Dr. Josh Shadd

"Dr. Shadd could really put you at ease. We thought he was just phenomenal. He would come and speak to our whole family and let us express our concerns. He was absolutely in the right job."

-Joe Zadel, whose mother Louise was the first resident at St. Joseph's Hospice

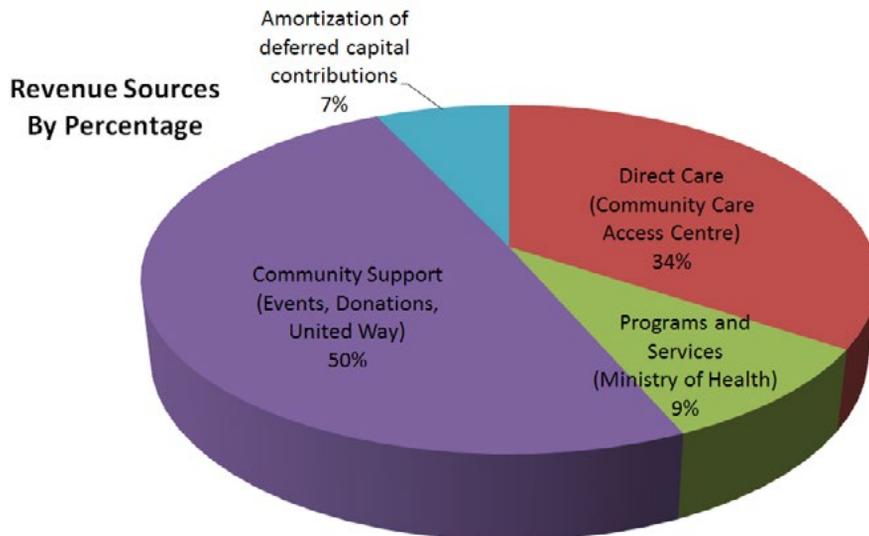
Financial Information - April 1, 2014 to March 31, 2015

Revenue Sources

Direct Care (Community Care Access Centre).....	\$ 962,159
Programs and Services (Ministry of Health).....	260,537
Community Support (Events, Donations, United Way).....	1,392,475
Amortization of Deferred Capital Contributions.....	<u>197,739</u>
TOTAL.....	<u>\$ 2,812,910</u>

Expenses

Salaries and Benefits.....	\$ 1,830,019
Fundraising Costs.....	93,565
Housing (Rent and Insurance).....	171,323
Legal and Audit.....	26,433
Bank Charges and Interest.....	43,499
Programs and Services.....	39,382
Office and Administration.....	99,762
Facilities Maintenance.....	29,192
Amortization.....	<u>192,487</u>
TOTAL.....	<u>\$ 2,525,662</u>

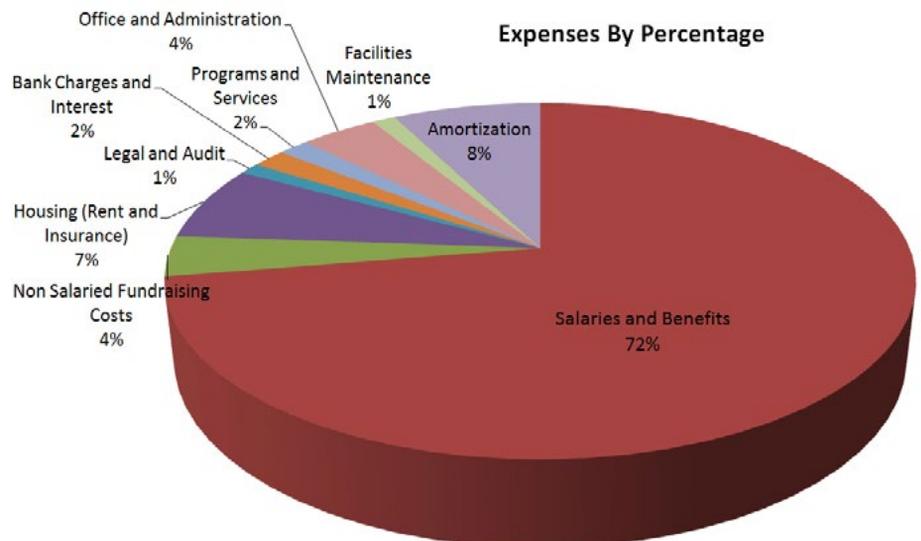


Notes:

Results are for the period April 1, 2014 to March 31, 2015 - the fiscal period for St. Joseph's Hospice.

Direct Care funding was for the full year in which the residence was open.

St. Joseph's Hospice uses the auditing firm of KPMG LLP.



Community Partners

St. Joseph's Hospice has many links with community groups who help to strengthen the bond between Hospice and the people we serve.

With grateful hearts, we extend our thanks to our many community partners, including:

- Our strong friendship with the Sisters of St. Joseph, who welcomed us in their home and whose tradition of service and care we seek to maintain in our community.
- The South West Local Health Integration Network (SW LHIN), whose support and investment ensured that the integration with Hospice of London and the St. Joseph's Health Care Society was completed, and for annualized operational funding to support community programs and services.
- The Southwest Community Care Access Centre (CCAC) for financial support of our residential program.
- United Way London & Middlesex for supporting our volunteer visitation program with vital funding.
- The Ontario Trillium Foundation for financial support of our spiritual care program.
- The South West Hospice Palliative Care Network for providing leadership and direction for hospice palliative care activities across the South West LHIN.
- Hospice Palliative Care Ontario for providing support and advocacy on behalf of community and residential hospices across Ontario.

St. Joseph's Hospice pledges to our community that the individuals and families facing life-threatening illness whom we serve have the expert Hospice support and compassionate care they need to live each day to the fullest, with dignity and hope. In service to our community, through our care we seek to earn and maintain your complete confidence and support.

**We invite you to come and visit our home.
Please call 519-438-2102 to book a tour.**



Share the Journey

St. Joseph's Hospice
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London, ON, N6A 5M2
519-438-2102

Charitable ID #838626109 RR0001

